

**THE EFFECT OF COMPETENCY AND LOCUS OF CONTROL ON
PERSONAL QUALITY OF MANAGERS
IN THE SOUTH SUMATERA PROVINCE - INDONESIA**

By

BAMBANG BEMBY SOEBYAKTO

**A thesis submitted in full fulfillment of the requirements for the degree of
Doctor of Philosophy (Human Resource Management)**

**College of Business
Universiti Utara Malaysia
2009**





Kolej Perniagaan
(College of Business)
Universiti Utara Malaysia

PERAKUAN KERJA TESIS / DISERTASI
(Certification of thesis / dissertation)

Kami, yang bertandatangan, memperakukan bahawa
(We, the undersigned, certify that)

BAMBANG BEMBY SOEBYAKTO

calon untuk Ijazah
(candidate for the degree of)

DOKTOR FALSAFAH (Ph.D)

telah mengemukakan tesis / disertasi yang bertajuk:
(has presented his/her thesis / dissertation of the following title):

**"THE EFFECT OF COMPETENCY AND LOCUS OF CONTROL ON PERSONAL
QUALITY OF MANAGERS IN SOUTH SUMATRA PROVINCE- INDONESIA"**

seperti yang tercatat di muka surat tajuk dan kulit tesis / disertasi.
(as it appears on the title page and front cover of the thesis / dissertation).

Bahawa tesis/disertasi tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan, sebagaimana yang ditunjukkan oleh calon dalam ujian lisan yang diadakan pada : **16 September 2009**

That the said thesis/dissertation is acceptable in form and content and displays a satisfactory knowledge of the field of study as demonstrated by the candidate through an oral examination held on:
September 16, 2009

Pengerusi Viva
(Chairman for Viva)

: **Prof. Dr. Noor Azizi Ismail**

Tandatangan
(Signature)

Pemeriksa Luar
(External Examiner)

: **Prof. Dr. Mohamed Sulaiman**

Tandatangan
(Signature)

Pemeriksa Dalam
(Internal Examiner)

: **Assoc. Prof. Dr. Najib Ahmad Marzuki**

Tandatangan
(Signature)

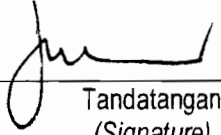
Tarikh: **September 16, 2009**
(Date)

Pelajar : **BAMBANG BEMBY SOEBYAKTO**
(Name of Student)

Tajuk Tesis : **THE EFFECT OF COMPETENCY AND LOCUS OF CONTROL ON
(Title of the Thesis) PERSONAL QUALITY OF MANAGERS IN SOUTH SUMATRA
PROVINCE- INDONESIA**

Program Pengajian : **Doktor Falsafah (Ph.D)**
(Programme of Study)

Nama Penyelia/Penyelia-penyelia : **Prof. Dr. Juhary Hj. Ali**
(Name of Supervisor/Supervisors)

 Tandatangan
(Signature)

Declaration

I declare that all the work described in this thesis was undertaken by me (unless otherwise acknowledged in the text) and that none of the work has been previously submitted for any academic degree. All sources of quoted information have been acknowledged through references.

Bambang Bemby Soebyakto

09 December 2009

ACKNOWLEDGEMENTS

I would like to take the great opportunity to express my sincere thanks to all the people who contributed, supported and guided me throughout the journey that enabled me to make this dream come true. First of all, my most sincere appreciation goes to Prof. Dr. Juhary Haji Ali, as my principal advisor and supervisor, and as my lifelong coach and Prof. Dr. Mansoor Mohammad Noor, as my second supervisor before revising my new theses' topic, whose advice and guidance have increased my eagerness of exploring knowledge during my study. They have opened the door for me to the new world and guided me through the entire journey. They made my accomplishment possible that I will cherish for the rest of my life. I cannot thank him enough for all his wisdom, inspiration and ongoing encouragement throughout the journey. Second, special thanks are also extended to the members of my doctoral committee: Prof. Dr. Muhammad Sulaiman and Assoc. Prof. Dr. Najib Ahmad Marzuki who all provided excellent support and professionalism.

In addition, sincere thanks go to Prof. Dr. Syamsurijal, M.Sc., the Dean of the Faculty of Economics of Sriwijaya University and Prof. Dr. Badia Perizade, MBA, the former Dean of the Faculty of Economics of Sriwijaya University, who gave me a permission to enroll to be a PhD student in Universiti Utara Malaysia, now the Rector of Sriwijaya University – Palembang. I also wish to sincerely thank to all my colleagues, Prof. Dr. Taufiq Marwa MSi, Prof. Dr. Bernadette Robiani MSc, Dr. Azwardi MSi, (the late) Dr. Puspo Wasito MBA, Dr. Isnurhadi MBA, who have given me substantial advice and support in the preparation of the model of the thesis; Zulkarnain Ishak, Facrizal Bachri, Syaifan Djambak, Umar Hamdan, Nasai, my colleagues who are now studying at Universiti Utara Malaysia in Sintok, Sofendi, M.A, Ph.D., Drs. Zainal A. Naning, MA, Erlina, S.Pd., M.Pd., M.Ed., who helped editing my thesis, and others that cannot be mentioned one by one

Furthermore, I would like to extend my appreciation to Prof. Dr. Augusty Ferdinand at Diponegoro University in Semarang who has given me a permission to apply and use his SEM measurement, Prof. Dr. Chris Manning and Prof. Dr. Graeme J. Hugo my Master's thesis supervisors at The Flinders University of South Australia, in Adelaide.

In addition, my sincere thanks are extended to all the faculty and staff in College of Business UUM. Sincere thanks also go to my colleagues at UUM, especially Sumardy Sanry, MA, Dr. Halimatusakdiah, Alim Impira, Dr. Ilham Sentosa, Chee Wei Ming, Dr. Lina Salim, Dony Abdul Latief, Dwi Hastuti and all my Maybank kids as Nuria Damayanti, Firmansyah, Rani, Faisal, Faiz Admiral, Ridho Maasir, and Gadiza. Thank you all for making the journey full of fun.

Next, I would like to extend my immense gratitude to H. M. Yacoub Wachid, my late father, Hj. Tuning Soebyartie Endroputro, my lovely mother, H. Ismet Effendy, my late father-in-law, Hj. Wilhelmina Pontoan, my lovely mother-in-law who has helped me with most financial support, Micky Ramon, MSc. MBA, my brother-in-law who was always in a hurry when I asked for tickets. I also sincerely deliver my gratitude to my brother Syadra Bardiman, MD, GEHC, my private doctor who was always ready to examine and cure my acute stomach ache and also his wife Wita and Tata, Mita, Dita my lovely nieces.

Finally, my most sincere appreciation and gratitude go to Diana Helda, MPH, my kind and beautiful wife who has patiently waited and supported every second of my lovely life, Jeanne Alexandra and Katherine Wildy, my most lovely daughters, for giving me the space I needed to pursue my dreams and forgiving me for being away from you for so long. Without your ongoing, unconditional love I would not have had accomplished this. Yesterday was history, today is a gift, and tomorrow is mystery. I will always be cheerful and grateful.

ABSTRACT

The perception of IQ, emotional quotient (EQ), and spiritual quotient (SQ) have been predicted to escalate with the increase of personal quality (PQ) of corporate managers. In line with the enhancement of personal quality, internal locus of control has been estimated to amplify the three entities. Therefore, this study is intended to investigate the drives of personal quality of corporate managers based on the examination of intelligence, emotional, and spiritual quotients (IESQ) and mediated by internal locus of control. The data were collected from 255 corporate managers in Indonesia via questionnaires. The analysis produced structural models of personal quality predicted by IESQ and mediated by internal LOC. The results of the study indicated that the hypothesized model has shown that there is a significant correlation between positive direct (IESQ) and indirect (internal LOC) impacts of predictors and personal quality of managers. For mediating effect of internal LOC on each hypothesized path, the study found partial mediating effects of internal LOC. Finally, the structural model achieved the highest SMC (R^2), explaining 60.1% variance in the personal quality of managers. All hypotheses of this study confirmed that there is a positive direct relationship between IESQ and PQ.

Keywords: Personal Quality, Intelligence Quotient, Emotional Quotient, Spiritual Quotient, Locus of Control

Abstrak

Percepsi kepada Intelligence, emotional, and spiritual quotients, telah diramalkan untuk meningkatkan dengan peningkatan kualiti diri dari pengurusan koporat. Dasar peningkatan kualiti sendiri, telah dijangkakan bahawa dalaman *Locus of Control* (LOC) dapat juga memperkuat. Kajian berikut bertujuan untuk mengkaji alat ukur kualiti sendiri dari pegurusan koporat yang berdasarkan ujian *Intelligence, emotional, and spiritual quotients* (IESQ) dan pemboleh ubah penengah oleh dalaman LOC. Data yang telah dikumpulkan sebanyak 255 pengurus-pengurus koporat di Indonesia melalui pemberian soal selidik. Analisis kajian menggunakan model berstruktur dari kualiti sendiri dengan menjangkakan IESQ dan pembolehubah penengah adalah dalaman daripada LOC. Hasil kajian menyatakan bahawa model hipotesis yang dibina, terdapat 3 signifikan yang positif berhubung secara langsung IESQ dan secara tidak langsung (dalaman dari LOC) efek dari perkiraan terhadap kualiti sendiri pengurus-pengurus. Untuk efek dari pemboleh ubah penengah dari dalaman LOC pada setiap asas hipotesis, kajian menemukan bahagian efek pemboleh ubah dari penengah dalaman LOC. Akhir kata, model berstruktur menghasilkan nilai SMC (R^2) yang tinggi, dengan nilai 60.1% variannya dalam kualiti sendiri setiap pengurus. Semua hasil kajian dinyatakan hubungan positif secara langsung antara IESQ dan kualiti sendiri.

Kata kunci: kualiti sendiri, *The Perception of IQ, Emotional Quotient, Spiritual Quotient, Locus of Control*

TABLE OF CONTENTS

Permission to Use		i
Declaration		ii
Acknowledgement		iii
Abstract		v
Table of Contents		vii
List of Table		xii
List of Figure		xiv
		Page
CHAPTER 1	INTRODUCTION	
1.1	Introduction	1
1.2	Background of the Study	11
1.3	Problem Statement	16
1.4	Research Questions	21
1.5	Research Objectives	22
1.6	Research Assumption	23
1.7	Significant of the Study	23
1.8	Scope of the Study	25
1.9	Organization of the Thesis	27
1.10	Summary	28
CHAPTER 2	LITERATURE REVIEW	
2.1	Introduction	29
2.2	Competency	29
2.3	Labor Competency	32
2.4	The Nature of Intelligence	33
2.5	The Perception of IQ in applied	36
2.6	Emotional Quotient	38
2.6.1	Emotional Quotient Measurement	44
2.6.2	Emotional Intelligence and Self-Actualization	45
2.6.3	Emotionally Intelligence and Organizational Effectiveness	48
2.6.4	Issues in Emotional Intelligence Theory	51
2.6.5	Emotional Intelligence (EI) versus the perception of Intelligence Quotient (IQ) as a Predictor Of Workplace performance	52
2.6.6	An Emotional intelligence (EI) Based Theory of Performance	54
2.6.7	Group EI and Its Influence on Group Effectiveness	57
2.6.8	Emotions in the Group Context	57
2.7	Spiritual Quotient (SQ).	58
2.8	The combination of Intelligence Quotient (IQ), Emotional Quotient (EQ), Spiritual Quotient (SQ).	60
2.9	Locus of Control	61
2.10	Personal Quality	66
2.11	Summary	69

CHAPTER 3 MEASUREMENT OF VARIABLES, RESEARCH FRAMEWORK AND HYPOTHESES DEVELOPMENT

3.1	Introduction	71
3.2	Operational Definition to the Variables	71
3.2.1	Endogenous Variables	71
A.	Personal Quality	71
B.	Internal Locus of Control	72
3.2.2	Exogenous Variables	72
A.	Intelligence Quotient	72
B.	Emotional Quotient	73
C.	Spiritual Quotient	73
3.3	Measurement of Variables	74
3.3.1	Endogenous Variables	74
3.3.2	Exogenous Variables	75
3.4	Research Framework	76
3.5	Research Hypotheses	78
3.5.1	Hypothesized of the relationship between Intelligence Quotient And Personal Quality	78
3.5.2	Hypothesized of the relationship between Emotional Quotient And Personal Quality	80
3.5.3	Hypothesized of the relationship between Spiritual Quotient And Personal Quality	83
3.5.4	Hypothesized relationship between Internal Locus of Control to the Personal Quality	84
3.5.5	The Mediating Effect of Internal Locus of Control on the Hypothesized Relationship between Intelligence Quotient and Personal Quality	86
3.5.6	The Mediating Effect of Internal Locus of Control on the Hypothesized Relationship between Emotional Quotient and Personal Quality	88
3.5.7	The Mediating Effect of Internal Locus of Control on the Hypothesized Relationship between Spiritual Quotient and Personal Quality	91
3.5.8	The Hypothesized of Structural Equation Model of Intelligence, Emotional and Spiritual Quotients to the Personal Quality And mediating by Internal Locus of Control	94
3.6	Conclusion	96

CHAPTER 4 RESEARCH METHODOLOGY

4.1	Introduction	97
4.2	Research Design	98
4.3	Population and Sample	98
4.3.1	Population	98
4.3.2	Sample	99
4.4	Research Variables and Measurements	102
4.5	Data Collection Procedure	104
4.6	Data Analysis Technique	104
4.7	Data Screening and Analytical Approach to the Model	105
4.7.1	Scale Validation	105
4.7.2	Reliability of Measurements	105
4.7.3	Multivariate Outliers	105
4.7.4	Exploratory Factor Analysis	107
4.7.5	Normality of the Constructs	108
4.8	Confirmatory Factor Analysis and Measurement Models	109
4.9	Structural Equation Modeling	111
4.9.1	The Advantages of Structural Equation Modeling	113
4.9.2	Direct Indirect Analysis	118
4.9.3	Model Evaluation	121
4.9.4	Goodness of Model Fit	127
4.10	Summary	133

CHAPTER 5 FINDINGS AND HYPOTHESES TESTING

5.1	Introduction	135
5.2	Reliability and Validity of Pretest and Pilot Test Assessment	136
5.2.1	Exogenous Variable 1: Intelligence Quotient	137
5.2.2	Exogenous Variable 2: Emotional Quotient	138
5.2.3.	Exogenous Variable 3: Spiritual Quotient	140
5.2.4	Mediating Variable: Internal Locus of Control	141
5.2.5	Endogenous Variable: Personal Quality	142
5.3	Profiles of Respondents	145
5.4	Data Screening	150
5.4.1	Exploratory Factor Analysis	150
5.4.2	Mahalanobis Distance	151
5.4.3	Normality Assessments of the Items	152
5.5	Scale Purification: Main Study Construct Assessment	156
5.5.1	CFA of Intelligence Quotient	157
5.5.2	CFA of Emotional Quotient	159
5.5.3	CFA of Spiritual Quotient	162
5.5.4	CFA of Internal Locus of Control	164
5.5.5	CFA of Personal Quality	165
5.6	Measurement Model	169

5.6.1	Exogenous Model	169
5.6.2	Endogenous Model	173
5.7	Structural Equation Model of Hypotheses and Re-specified Model	174
5.8	Direct and Indirect Effect	182
5.8.1	Direct Effect Analysis	183
5.8.2	Indirect Effect Analysis	183
5.9	Descriptive Statistics, Discriminant Validity and Average Variance Extracted of Re-specified Model	185
5.9.1	Descriptive Statistic of Variables	185
5.9.2	Correlation Test among Variables	186
5.9.3	Discriminant Validity	187
5.9.4	Average Variance Extracted	187
5.10	Results of Hypotheses Testing	190
5.10.1	Hypothesized Relationship between Intelligence Quotient And Personal Quality (H1)	192
5.10.2	Hypothesized Relationship between Emotional Quotient And Personal Quality (H2)	193
5.10.3	Hypothesized Relationship between Spiritual Quotient And Personal Quality (H3)	193
5.10.4	Hypothesized Relationship between Locus of Control And Personal Quality (H4)	194
5.10.5	The Mediating Effect of Locus of Control on the Hypothesized Relationship between Intelligence Quotient and Personal Quality (H5)	194
5.10.6	The Mediating Effect of Locus of Control on the Hypothesized Relationship between Emotional Quotient and Personal Quality (H6)	195
5.10.7	The Mediating Effect of Locus of Control on the Hypothesized Relationship between Spiritual Quotient and Personal Quality (H7)	195
5.10.8	The Hypothesized of Structural Model (H8)	196
5.11	Summary	202
CHAPTER 6	DISCUSSIONS, CONCLUSSIONS AND RECOMMENDATIONS	
6.1	Introduction	204
6.2	Discussions	205
6.2.1	The Direct Relationship between Intelligence, Emotional and Spiritual Quotients (IESQ) to Personal Quality (PQ)	209
6.2.2	The Mediating Effect of Internal Locus of Control in the Relationship between Intelligence, Emotional and Spiritual Quotients to Personal Quality	214
6.2.3	The Structural Equation Modeling of Re-specified Model	221
6.3	Conclusions	224

6.3.1	The Influence of IESQ on the personal quality of managers	226
6.3.2	The Relationship between the dimensions of intelligence quotient, emotional quotient and spiritual quotient in influencing the personal quality of managers	229
6.3.3	The degree of the dimensions of competencies (intelligence quotient, emotional quotient, and spiritual quotient) to the personal quality	230
6.4	Recommendations	233
6.4.1	The development of Personal Quality of Managers	234
6.4.2	The Influence of IESQ on Personal Quality	235
6.4.3	The Mediating Effect of Internal Locus of Control	23
6.4.4	The Interaction Effect between IESQ, Internal Locus of Control and Personal Quality	236
6.5	Contribution of the Study	237
6.5.1	Theoretical Contributions	237
6.5.2	Practical Contributions	239
6.6	Limitation of the Study	240
6.7	Suggestions for further Study	241
6.8	Summary	242

LIST OF TABLE

Table	Page
1.1 Descriptive of ESQ Participants	2
1.2 Job Characteristics of Managers of Companies in Indonesia	4
1.3 Characteristics of Managers of Companies in South Sumatra Province	7
1.4 Characteristics of Managers in Companies in South Sumatra Province	8
3.1 Measurement of Endogenous Variables	74
3.2 Measurement of Exogenous Variables	75
4.1 Sampling Mechanism	100
4.2 Response Rate of Questionnaire	101
4.3 Measurements of Variables	103
4.4 Goodness-of-Fit Criteria and Acceptable Fit Interpretation	131
5.1 Reliability and Validity of Research Variables	137
5.2 Reliability and Validity of Pre-test and Pilot Test of Intelligence Quotient	138
5.3 Reliability and Validity of Pre-test and Pilot Test of Emotional Quotient	139
5.4 Reliability and Validity of Pre-test and Pilot Test of Spiritual Quotient	140
5.5 Reliability and Validity of Pre-test and Pilot Test of Internal LOC	141
5.6 Reliability and Validity of Pre-test and Pilot Test of Personal Quality	143
5.7 Profiles of Respondents (N=237)	146
5.8 Identification of Non Normal Items	154
5.9 Final Transformation of Non Normal Items	155

5.10	Confirmatory Factor Analysis of The perception of IQ (N=237)	158
5.11	Confirmatory Factor Analysis of Emotional Quotient (N=237)	160
5.12	Confirmatory Factor Analysis of Spiritual Quotient (N=237)	163
5.13	Confirmatory Factor Analysis of Internal Locus of Control (N=237)	164
5.14	Confirmatory Factor Analysis of Personal Quality (N=237)	166
5.15	Model Fit statistics of Exogenous Constructs	169
5.16	Model Fit statistics of Exogenous Constructs	171
5.17	Model Fit statistics of Endogenous Constructs	173
5.18	Model Goodness-of-fit statistics of Re-specified Model	177
5.19	Summary of the Observed of Endogenous Variables	179
5.20	Summary of the Observed of Exogenous Variables	180
5.21	Squared Multiple Correlation Results	181
5.22	Summary the Goodness fit to the Structural Model	181
5.23	Direct Impact of Re-specified Model	183
5.24	Indirect Effect of Variables Interaction	184
5.25	Total Effect of Internal Locus of Control	184
5.26	Mean of Variables	185
5.27	Results of Correlation Test among Variables	186
5.28	Summary of Composite Reliability and Average Variance Extracted	188
5.29	Average Variance Extracted (AVE) matrix of Exogenous Variables	189
5.30	Correlation and Correlation Square matrix of Exogenous Variables	189
5.31	Summary of Hypothesis (H1 – H7)	192
6.1	Summary Direct and Indirect Effect of the Interaction of Variables	217

LIST OF FIGURE

Figure		Page
2.1	The potential Roles of Emotional Intelligence in Everyday Life	41
2.2	Model of EI and the Organizational Effectiveness	50
2.3	The Framework of Emotional Competencies	56
3.1	Research Framework	77
4.1	SEM Procedure (Nik Kamariah & Sentosa, 2008)	124
5.1	Confirmatory Factor Analysis of the perception of IQ	159
5.2	Confirmatory Factor Analysis of Emotional Quotient	161
5.3	Confirmatory Factor Analysis of Spiritual Quotient	162
5.4	Confirmatory Factor Analysis of Internal Locus of Control	165
5.5	Confirmatory Factor Analysis of Personal Quality	167
5.6	Measurement Models of Exogenous Variables	170
5.7	Modification of Measurement Model of Exogenous Variables	172
5.8	Measurement Model of Endogenous Variables	174
5.9	Hypothesized Model of the Mediating effect of Internal Locus of Control In the Relationship between the perception of IQ, Emotional and Spiritual Quotients To Personal Quality of Corporate Managers	176
5.10	Re-Specified Model of the Mediating effect of Internal Locus of Control In the Relationship between Intelligence, Emotional and Spiritual Quotients To Personal Quality of Corporate Managers	178
5.11	Re-Specified Model of the Mediating effect of Internal Locus of Control In the Relationship between the perception of IQ, Emotional and Spiritual Quotients to Personal Quality of Corporate Managers	201

CHAPTER 1

OVERVIEW OF THE RESEARCH

1.1 Introduction

Managers are responsible for managing, maintaining and running their organizations. They are the backbone of the companies; they have power to ensure the success of their organizations (Mealiea and Latham, 1996; Williams, 2002; Griffin, 2006; Montana and Charnov, 2008). This study deals with the effects of three working competencies known as the perception of Intelligence Quotient (IQ), Emotional Intelligence (EQ), Spiritual Intelligence (SQ) or IESQ; and the internal locus of Control or LOC on Personal Quality or PQ of managers in the South Sumatra Province , Indonesia.

The relationship between managers and their subordinates, among workers in a workplace or company is important because such relationship will create a harmonious environment that may help organizations become more successful in the future (Goleman, 1996; Zohar and Marshall, 2004; and Wilding, 2007). This integrated relationship is needed in order to minimize negative impacts such as a violent action between employees and employers, even subordinates and workers. Problems such as jealousy, intrigues, and conspiracy might disturb the productivity of managers' companies that is why these managers should apply not only the conception of IQ but also Emotional Intelligence (EQ) and Spiritual Intelligence (SQ). Using too much brain or IQ may create unnecessary arguments, selfish and snobbish attitudes.

The contents of
the thesis is for
internal user
only

REFERENCES

- Agustian, Ari. G. 2001. *ESQ: Emotional Spiritual Quotient, The ESQ WAY 165, 1 Ihsan, 6 Rukun Iman dan 5 Rukun Islam*. Penerbit Arga: Jakarta.
- Ali, J. H., (2004). *Human Resources Development In Malaysia : Attaining Competitive Advantage In The New Millennium. Kecemerlangan Pengurusan Esei Komemoratif Sempena UUM 20 Tahun*., Pusat Penyelidikan Dan Perundingan University Utara Malaysia.
- Alvesson, M. (1993). *Organization as rhetorice: Knowledge-Intensive Firms and the Stenggle with Ambiguity*. Journal of Management Studies, Vol 30 (6), pg. 997-1020.
- Anderson, J. C., & Gerbing, D. W. (1988). *Structural Equation Modeling in Practice: A Review and Recommended Two-Step Approach*. Psychological Bulletin, 103 (3), 411-423.
- Antonakis, J; Cianciolo, A and Sternberg, R. J. (eds) (2004). *The Nature of Leadership*. Sage Publications: London.
- Antonio, M., Syafii. (2007). *Mohammed SAW: The super leader and super manager*. Prophetic Leadership & Management center: Jakarta.
- Arbuckle, J. L. (2006). *Amos 7.0 User's Guide*. Chicago, IL: SPSS Inc
- Athey, T. R., and Orth, M.S. (1999). *Emerging Competence methods for the Future*. Human Resource Management, Vol 38(3), pg. 215-225.
- Babbie, E. (1998). *The Practice of Social Research (8th ed.)*. USA: Wadsworth Publishing Company.
- Babbie, E. (2004). *The Basics of Social Research*: Wadsworth Publishing Company
- Bagozzi, R.P. and Y. Yi. 1989. "On the evaluation of structural equation models." *Journal of the Academy of Marketing Science* 16 74-94
- Bar-On, R. (1997). *The Emotional Intelligence Inventory (EQ-I): Technical manual*. Multi-Health Systems, Inc: Toronto, Canada.
- Bar-On, R., Brown, J. M., Kirckcaldy, B. D., and Thome, E. P. (2000). *Emotional expression and implications for occupational stress: An application of the Emotional Quotient Inventory (EQ-I)*. Personal and Individual Differences, 28, 1107-1118.

- Bar, O. R, and Parker, J. D. A. (2000). *The Handbook of Emotional Intelligence: Theory, Development, Assessment, and Application at Home, Scholl, and the Workplace*. Jossey-Bass: San Fransisco.
- Barnett, R. (1999). *Learning Work and Working to Learn*. London: Routledge.
- Barrick, M. R., and Mount, M. K. (1991). *The Big Five personality dimensions and job performance: A meta-analysis*. Personnel Psychology, 44, 1-26.
- Barrett, R. (1998). *Liberating the corporate soul*. Butterworth-Heinemann: Boston.
- Beilner, P. (1982). *Issues in Competency-Based Lesterg*. Nursing Outlook., Vol 12, pg 303-309.
- Bentler, P. M. (1990). *EQS: Structural Equation Program Manual*. Los Angeles: BMDP Statical Software.
- Bentler, P. (1987). *Practical Issues in Structural Modeling*. Sociological Methods and Research, 16(1), 78-117.
- Berrenberg, J.L. (1987). *The Belief in Personal Control Scale: A measure of Godmediated and exaggerated control*. Journal of Personality Assessment, 51, 194-206.
- Bjork, J.P., Lee, Y.S., & Cohen, L.H. (1997). *Control beliefs and faith as stress moderators for Korean American versus Caucasian American Protestants*. American Journal of Community Psychology, 25, 61-72.
- Blacher, F. (1995). *Knowledge, Knowledge work and Organizations: an Overview and Interpretation*. Organization Studies, Vol. 16 (6), pg. 1021-1046.
- Boland, R. J., and Tenkasi, R.V. (1995). *Perspective Making and Perspective Taking in Communities of Knowing*. Organization Science, volume. 6(4), pg. 350-372.
- Bollen, K. A. (1990). *Overall fit in covariance structure models: Two types of sample size effects*. Psychological Bulletin, 107(2), 256-259.
- Bollen, K. A., & Long, J.S (Ed.). (1993). *Testing Structural Eguation Models*. Newbury Park: CA: Sage.
- Borman, W. C. (1974). *The Rating of Individuals in Organizations: An Alternative Approach*. Organizational Behavior and Human Performance(12), pg 105-124.
- Boud, D., and Garrich, J. (ed). (1999). *Understanding Learning at Work*. London: Routhedge.

- Boyatzis, R. E. (1992). *The Competent Manager: A Model for Effective Performance*. New York.: John Willey&Sons.
- Boyatzis, R. E., Leonard, D., Rhee, K., and Wheeler, J.V. (1996). *Coupe Tencies can be Developed, But not the way we thought*. Capability, Vol. 2(2), pg. 25-24.
- Bradberry, T and Greaves J. 2005. *The Emotional Intelligence Quick Book: Everything You Need to Know to Put Your EQ to Work*. Fireside: New York.
- Byrne, B. M. (2001). *Structural Equation Modeling with AMOS Basic Concept Application and Programming*.: Lawrencen Erlbaum Associates.
- Broadwell, M. M. (1995). *A Handbook for Training Strategy*. London: Addism-Webley.
- Brody, E. B and Brody, N. (1976). *Intelligence: Nature, determinants and consequence*. Academic Press: New York.
- Brown, J. S., and Dugaid, P. (1991). *Organizational Learning and Communities of Practice: Toward a Unique view of Working*, Learning and Innovation. Organization Science, Vol 2(1), pg 40-57.
- Brown, J. S., and Dugaid, P. (1998). *Organizing Knowledge*. California Management Review, Vol 40(3), pg. 90-111.
- Buchanan, D and Huczynski, A. (2004). *Organizational Behavior: An Introductory Text*. Prentice Hall: London.
- Caldwell, D. F., and Burger, J. M. (1998). *Personality characteristic in job applicants and success in screening interviews*. Personnel Psychology, 51, 119-136.
- Campbell, A., and Luchs, K.S. (1997). *Core Competence-Bored Strategy*. London: Thomson Int. Business Press.
- Cantor, N., and Kihlstrom, J. (1987). *Personality and Social Intelligence*. Englewood Cliffs: New York.
- Cantor, N., and Kihlstrom, J. (1989). *Social intelligence and cognitive assessments of personality*. In R. S. Wyer and T., K., Srull (eds.), Advances in social cognition, vol. 2., 1-59. Hillsdale: New York.
- Castell, M. (1996). *The Rise of the Network Society*. MA, USA: Blackwell Publisher Inc.

- Cavanna, R. Y., et al. (2000). *Applied Business Research: Qualitative and Quantitative Methods*. Singapore: John Willey and Sons Ltd.
- Carver, C. S., Scheier, M. F., and Weintraub, J. K. (1989). Assessing coping strategies: A theoretically based approach. *Journal of Personality and Social Psychology*, **56**, 267-283.
- Central Bureau of Statistics. (2006). *Corporate and Company Analysis Profile of South Sumatra*. BPS: Palembang.
- Cherniss, C and Goleman, D. (2001). *The emotionally intelligent workplace*. Jossey-Bass: San Francisco.
- Chin, W. W. (1979) *Issues and opinion on structural equation modeling*, *MIS Quarterly*, 22, 1, 1998, pp. 7-16 Churchill, G. Jr. A paradigm for developing better measures of marketing constructs, *Journal of Marketing Research*, 16, 1, pp. 64-73
- Cianciolo, A. T and Sternberg, R. J. (2004). *Intelligence: A Brief History*. Blackwell Publishing: Australia.
- Ciarrochi, J; Forgas, J. P and Mayer, J. D (ed). (2001). *Emotional Intelligence in Everyday Life: A Scientific Inquiry*. Edward Brothers: London.
- Ciarrochi, J; Fargas, P. J and Mayer, J. D. 2006. **Emotional Intelligence in Everyday Life**. Psychology Press: New York and Hove.
- Ciarrochi, J., Chan, A., and Caputi, P. (2000). *A critical evaluation of the emotional intelligence construct*. *Personality and Individual Differences*, 28, 539-561.
- Ciarrochi, J., Deane, F., and Anderson, S. (2000). *Emotional Intelligence moderates the relationship between stress and psychological adaptation, as measured by depression, hopelessness, and suicidal ideation*. Manuscript submitted for publication.
- Chapin, F., S. (1967). *The Social Insight Test*. Consulting Psychologist Press, Palo Alto: California USA.
- Cohen, J, & Cohen, P. (1983). *Applied Multiple Regression/Correlation Analysis for the Behavioral Science 2nd Edition*. Hillsdale, New Jersey: Lawrence Erlbaum Assoc.
- Cohen, J. (1988). *Statistical Power Analysis for the Behavioral Science*. Hillsdale, New Jersey: Lawrence Erlbaum.
- Cooper, D. R., and Schindler, P.S. (2003). *Business Research Methods*. Singapore: Mc Graw Hill

- Cooper, R and Sawaf, A. (1997). *Emotional Intelligence in Business: Executive EQ*. Orion House: London.
- Davenport, T. H., Jarvenpaa, S.L. and Beers, M.C. (1996). *Improving Knowledge Work Processes*. Sloan Management Review, pg. 53-65.
- Davenport, T. H., and Prussak, L. (1998). *Working Knowledge*. Boston: Harvard Business School Press.
- Davis, P., and Donald, B. (eds). (1997). *Multicultural Conseling Competences: Assessment, Evaluation, Education and Training and Supervision*. Thousand Oaks, CA: Sage Publication.
- Davies, M., Stankov, L., and Roberts, R., D. (1998). *Emotional Intelligence: In search of an elusive construct*. *Journal of personality and Social Psychology*, 75, 989-1015.
- Dawda, D. and Hart, S., D. (2000). *Assessing emotional intelligence: Reliability and validity of the Bar-On Emotional Quotient Inventory EQ-I) in university students*. *Personality and Individual Differences*, 28, 797-812.
- Doll, E., A. (1965). *Vineland Social Maturity Scale*. American Guidance Service: Minneapolis, USA.
- Dovaldson, L., eds. (1995). *Contingency Theory*. Sydney: Dantmouth.
- Drucker, P. (1993). *Post Capitalist Society*. Oxford: Butterworth-Heinzemann.
- Drucker, P. (1999). *Knowledge-worker Productivity: The Biggest Challenge*. *California Management Review*., Vol 41(2), pg. 79-94.
- Dubois, D. (1999). *Competence Modeling*. San Fransisco: Jossey Bass Inc.
- Fenton, M. V. (1995). *Identifying Competences of Clinical Nurse Specialists*. *Journal of Nursing Administration* (15), pg. 32-37.
- Ferdinand, A. (2000). *Structural Equation Model Dalam Penelitian Manajemen. Dasar-Dasar Permodelan*. Semarang: Undip Publisher.
- Ferdinand, A. (2002). *Struktural Equation Modelling Dalam Penelitian Manajemen - Aplikasi Model-Model Rumit Dalam Penelitian Untuk Thesis Magister & Thesis Doctor*. Semarang, Indonesia: Seri Pustaka Kunci 03/2002.
- Ferdinand A. (2002). *Structural Equation Modeling in Management Research*. Fakultas Ekonomi UNDIP:Semarang.

- Fletcher, S. (1991). *NVQs, Standards and Competence*. London: Kogan Page.
- Franklin, R. D. (1963). *Youth's Expectancies about Internal is External Control of Reinforcement Related to n Variables*. Dissertation Abstract, 24, 1684.
- Fornell & Larcker (1981), *Evaluating structural equation models with unobservable variables and measurement error*. *Journal of Marketing Research*, 48, 39–50.
- Fornell, C. (1999). *Issues in the application of covariance structure analysis: A comment*, *Journal of Consumer Research*, 9, 4, 1983, pp. 443-448
- Gabbard, C.E., Howard, G.S., & Tageson, C.W. (1986). *Assessing locus of control with religious populations*. *Journal of Research in Personality*, 20, 292-308.
- Garfield, C. (1986). *Peak Performers: The New Heroes of American Business*. Avon Books: New York.
- Gardner, H. (1983). *Frame of mind: The Theory of Multiple Intelligence*. Basic Books: New York.
- Gardner, H. (1993). *Multiple Intelligence: The theory and practice*. Basic Books: New York.
- Garver, M. S. & Mentzer, J.T. (1999). *Logistics research methods: Employing structural equation modeling to test for construct validity*, *Journal of Business Logistics*, 20, 1, pp.33-57
- Gerbing, D. W. (1993). *Monte Carlo Evaluations of Goodness-of-Fit Indices for Structural Equation Models*. *Testing Structural Equation Models* (pp. 40-65): A Sage Focus Edition.
- Gerbing, D. W. & Joreskog, G. (1996). *Viability of Exploratory Factor Analysis as a Precursor to Confirmatory Factor Analysis*. *Structural Equation Modeling*, 3 (1), 62-72.
- Ghauri, P. (1995). *Research methods in business studies*, London: Prentice Hall.
- Ghazali, I. (2003). *Model Persamaan Struktural - Konsep dan Aplikasi dengan Program AMOS Ver. 5.0*. Semarang, Indonesia: Badan Penerbit Universitas Dipenogoro.
- Gilbert, T. (1996). *Human Competence: Engineering Worthy Performance*. Washington D.C.: ISPI.
- Gilmore, J. (1994). *The Productive Personality*. Albion & Co: San Francisco.

- Goldstein, H. (1995). *Multilevel statistical models*. London, Edward Arnold: New York, Halstead Press.
- Goleman D. (1998). *Working with Emotional Intelligence*. Bantam Books: New York.
- Goleman, D. (1995). *Emotional Intelligence*. Bantam Books: New York.
- Goleman, D. (2006). *Social intelligence*. Bantam Books: New York.
- Goleman, D.(2007). *Destructive emotions*. Bantam Books: New York.
- Goleman, D. Boyatzis, R. and MCKee, A. (2002). *Primal leadership: Realizing the power of emotional intelligence*. Bantam Books: New York.
- Gonczi A. (1999). *Competency - based learning: A dubious part – An assured future in Boud D and Gorrick J. Understanding Learning at Work*. Routledge: London.
- Guttentag, M. (1972). *Locus of Control and Achievement in Minority Middle School Children*. Paper presented at the Eastern Psychological Association: Boston.
- Griffin, R. W. (2006). *Fundamentals of Management*. 4th editions. Houghton Mifflin Co: New York
- Hager, P. (1999). *Finding a Good Theory of Workplace Learning*. London: Routhedge.
- Hair, J., Black, B. Babin, B., Anderson, R. and Tatham, R. (2006). *Multivariate Data Analysis (6th edition)*. Upper Saddle River, NJ: Prentice-Hall.
- Harrison, F. I. (1968). *Relation between Home background, School Success and Adolescent Attitudes*. Merrill-Palmer Quarterly of Behavior and Development, 14, 331-344.
- Hasan I. M. (2002). *Metodologi Penelitian dan Aplikasinya*. Ghalia Indonesia: Jakarta.
- Holcomb, J. (1998). *Training Evaluation Made Easy: Make Your Training Worth Every Penny*. London: Kogan Page.
- Hunter, J. E and Hunter, R. F. (1984). *Validity of alternate predictors of job performance*. Psychological Bulletin, 96. p. 78 – 92.
- Jackson, L. E., & Coursey, R. D. (1988). *The relationship of God control and internal locus of control to intrinsic religious motivation, coping and purpose in life*. Journal for the Scientific Study of Religion, 27, 399-410.

- Jackson, V., and Lopez, L. eds. (1999). *Cultural Competency in Managed Behaviour Healthcare*. Donver, England: Odyssey Press.
- Joreskog, F. (1996). *Non-linear structural equation models: The Kenny-Judd model with interaction effects*. Thousand Oaks: CA: Sage Publications.
- Joreskog, K. G., & Yang, F. (1996). *Non-linear Structural Equation Model: The Kenny-Judd Model with Interaction Effects*. Mhwah, NJ: Erlbaum.
- Joreskog, K., (1993). *LISREL 8 User's Reference Guide*. Chicago: Scientific Software International.
- Kah, N., Burchalter, B. and Cooper, M.A. (2001). *Measuring the Competence of Healthcare Providers*. Issue Paper, vol: 2.
- Kahoe, R.D. (1974). *Personality and achievement correlates of intrinsic and extrinsic religious orientations*. Journal of Personality and Social Psychology, 29, 812-818.
- Kanungo, R. N., and Mendinea, M. eds. (1994). *Work Motivation: Models for Developing Countries*. New Delhi: Sage Publications.
- Kaipa, P. (2000). *Knowledge architecture for the twenty-first century*. Behaviour and Information Technology.
- Kaplan, D. (2000). *Structural Equation Modeling Foundations and Extensions*.: Sage.
- Kelly, G., A. (1955). *The Theory of personality: The psychological of the personal constructs*. Norton publisher: New York.
- Kingsbury, K. E., and Daus, C. S. (2000). *The effect of emotional intelligence on job interview outcomes*. Manuscript submitted for publication.
- Kirkpatrick, D. L. (1996). *Evaluating Training Programs: The Four Levels*. San Fransisco: Berrett-Kochler Publisher.
- Kochansky J. (1998). El Sistema de Competencias, in Newsome S. *Basic Concept on Labor Competency*. The Center of Leadership Excellence: Halifax.
- Kolb, K.J. & Aiello, J.R. (1996). *The effects of electronic performance monitoring on stress: Locus of control a moderator variable*. Computer in Human Behavior, 12(3), 407-423.
- Klein, R. (1998). *Competence, Profesional Self-Regulation and the Publio Intrest*. British Medical Journal.(316), pg 1740-1742.

- Klein, J., & Wasserstein-Warnet, M. (2000). *Predictive validity of the locus of control test in selection of school administrators*. Journal of Educational Administration, 38, 7-21.
- Kleinbeck, U., Quarst, H., Thierry, H., and Hacker, H. (1990). *Work Motivation*. Erlbanm: Hillsdate NJ.
- Kline, R. B. (1998). *Principles and Practice of Structural Equation Modeling*. New York: Guildford Press.
- Kline, R. B. (1998). *Software Programs for Structural Equation Modeling: Amos, EQS, and LISREL*. Journal of Psychoeducational Assessment, 16.
- Kouzes, J., M., and Posner, B., Z. (2002). *The leadership challenge*. Berret-Kohler Publisher: San Fransisco.
- Kotz, S., & Johnson, N.I. (1992). *Breakthrough in Statistics Vol 1 and Vol 2*. New York: Springer-Verlag.
- Kuncoro, M.(2008). *Financing Small scale Industries*. Economic Review, vol. 211.
- Kunde, J. (2000). *Corporate religion*. Pearson Education Ltd: London.
- Kustini. (2004). *Pengaruh locus of Control, Orientasi Tujuan Pembelajaran dan Lingkungan kerja terhadap Self- efficacy dan Transfer pelatihan karyawan P.T. Telkom Kandatel Surabaya Timur*. Unpublished Master Thesis, Airlangga University: Surabaya.
- Lah, Michael Ivan, III.(1983). *The Relationship of Adjustment with Expressed Minimal Goal Levels and Levels of Expectancy under Conditions of Success and Failure: An Initial Investigation of Enhancement Behaviors*. Unpublished PhD Thesis: The University of Connecticut.
- Langdon, D. (2000). *Aligning Performance: Improving People System and Organizations*. San Fransisco: Jossey Bass Inc.
- Lane, R. D., Quinlan, D., Schwartz, G., Walker, P., and Zeitlin, S. (1990). *The levels of emotional awareness scale: A cognitive-developmental measure of emotion*. Journal of Personality Assessment, 55, 124-134.
- Lane, R., D. (2000). *Levels of emotional awareness: Neurological, psychological and social perspectives*. In Bar-On, R and Parker, J., D., A (Eds.). Handbook of emotional intelligence. Jossey-Bass: San Fransisco.

- Lawler, E. E., and Ledford, G. (1992). *A Skill-Based Approach to Human Resource Management*. European Management Journal., Vol 10(4), pg. 383-391.
- Lawler, E. E. (1994). *From job-based to Competency-based Organizations*. Journal of Organizational Behavior., Vol. 15, pg. 3-15.
- Lennick, D., and Kiel, F. (2005). *Moral intelligence: Enhancing business performance and leadership success*. Pearson Education Ltd: London.
- Levenson, H. (1974). *Activism and powerful others: Distinctions within the concept of internal-external control*. Journal of Personality Assessment, 38, 377-383.
- Lindgren, R. (2002). *Competence Visualizer: Generating in Competence Patterns of Organizational Group*. Hawai: IEEE Press.
- Lindgren, R., and Henfridsson. (2002). *Using Competence System: Adoption Barriers and Design Suggestion*. Journal of Infomation and Knowledge Management., Vol 1(1), pg. 65-77.
- Lindgren, R., Stenmark. D., Ljungberg, J. (2002). *Rethinking Competence Systems for Knowledge Base Organization*. from www.palgrave-journals.com
- Loehlin, J. C. (1992). *Latent Variable Models: An Introduction to Factor, Path, and Structural Analysis (2nd ed.)*. Hillsdale: NJ: Erlbaum.
- Long, J. S. (1983). *Covariance Structure Models: An Introduction to LISREL*. Beverly Hills: Calif: Sage.
- Long, J. S. (1997). *Regression models for categorical and limied dependent variables*. Thousand Oaks, CA: Sage Publications. Long discusses use of categorical variables as endogenous or dependent variables.
- Longford, N. T. (1993). *Random coefficient models*. Oxford: Clarendon Press.
- Lynn, B. Adele. 2005. *The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work*. Amacom: New York.
- Lloyd, C., and Cook, A. (1993). *Implimentation Standart of Competence*. London: Kogan Page.
- MacLean, P. D. (1959). *Psychosomatic disease and the visceral brain: Recent development bearing on the Papez theory of emotion*. Psychosomatic Medicine, II, 338-353.
- Malhotra, N. K. (2004). *Marketing Research: An Applied Orientation*. New Jersey: Pearson Education Inc.

- Malhi, Singh R. (2004). *Enhancing Personal Quality: Empowering Yourself to Attain Peak Performance at Work*. Sage Publisher: India
- Malhi, Singh R. (2006). *Enhancing Managerial Performance*. TQM Consultants SDN. BHD: Kuala Lumpur.
- Malhi, Singh R. (2007). *Enhancing Self-Esteem*. Self-Esteem Sendirian Berhad: Kuala Lumpur.
- Mallery, D. (2005). *SPSS for Windows Step By Step, A Simple Guide and Reference*. Boston, Us: Pearson Education, Inc.
- Maruyama, G. M. (1997). *Basics of structural equation modeling*. Thousand Oaks: CA: Sage Publications.
- Marrelli, A. (1998). *An Introduction to Competency Analysis and Modeling, Performance Improvement.*, Vol 37(5), pg. 8-17.
- Marrelli, A. (2001). *How to Implement Performance Improvement Step by Step*. New York: Mc Graw Hill.
- Mascaro, N. & Rosen, D.H. (2005). *Existential meaning's role in the enhancement of hope and prevention of depressive symptoms*. Journal of Personality, 74: 4, August.
- Mascaro, N., & Rosen, D.H. (2006). *The role of existential meaning as a buffer against stress*. Journal of Humanistic Psychology, 46, 168-190.
- Mascaro, N. (2004). *The development, construct validity, and clinical utility of the Spiritual Meaning Scale*. Personality and Individual Differences, 37, 845-860.
- Mayer, T. D and Salovey, P. (1990). Emotional Intelligence. *Imaginations, Cognitive and Personality*. Vol. 9
- Mayer, T. D and Salovey, P. (1993). *The intelligence of emotional intelligence*. Intelligence. Vol. 17 (4).
- Mayer, J. D., Caruso, D., and Salovey, P. (2000). *Emotional Intelligence meets traditional standards for and intelligence*. Intelligence, 27, 267-298.
- Mayer, D., Caruso, D., and Salovey, P. (2000). *Selecting a measure of emotional intelligence: The case for ability scales*. In Bar-On, R., and Parker, J., D., A. (Eds.), Handbook of emotional intelligence. Jossey-Bass: San Francisco.

- McBride, P and Maitland, S. 2002. ***The EI Advantage: Putting Emotional Intelligence into Practice***. The McGraw-Hill Companies: London.
- McCallum, M., and Piper, W., E. (2000). ***Psychological mindedness and emotional intelligence***. In Bar-On, R., and Parker, J., D., A. (Eds.), *Handbook of emotional intelligence*. Jossey-Bass: San Francisco.
- McClelland D. C. 1985. ***Human Motivation***. Scott-Foresman & Co: Glenview.
- McClelland D. C and Boyatzis R. E. 1992. ***Leadership Motive Pattern and Longterm Success in Management***. *Journal Applied Psychology*, vol.67, pp.737 – 743.
- Mc Intyre, L. J. (2005). ***Need to Know: Social Science Research Methods***. London: McGraw Hill.
- McIntosh, D., & Spilka, B. (1990). ***Religion and physical health: The role of personal faith and control beliefs***. *Research in the Social Scientific Study of Religion*, 2, 167-194.
- Mc Lagan, P. (1997). ***Competencies: The Next Generation. Training and Development***, pg 40-47.
- Mealiea P and Latham J. 1996. ***Management***. Thomson Learning: United Kingdom.
- Miller, H. 2005. Facilities Objectives Survey. ***Internal Report***. Vol. 1.
- Miller, S. M., Brody, D. S., and Summerton, J. (1988). ***Styles of coping with threat: Implications for health***. *Journal of Personality and Social Psychology*, 34, 142-148.
- Minton, H. L (1972). ***Internal – External Control and the Distinction between Personal control and System Modifiability***. Paper presented at the Meeting of Midwestern Psychological Association, Cleveland: Ohio
- Mintzberg, H. (1989). ***Mintzberg on Management: Inside Our Strange World of Organization***. New York: Free Press.
- Mirabile, R. (1997). ***Everything You Wanted to Know About Competence Modeling***. *Training and Development*, pg. 73-78.
- Moller, C. 1988. Personal quality. <http://www.wikibin.org/articles/claus-moller.html>
- Moller, C., and Bar-On, R. (2009). ***Heart Work: Emotional Intelligence - improving personal and organizational effectiveness***.
http://www.tmiworld.com/tmi/site/services/index_book

- Morris, C. (1995). *Hierarchical models for educational data - an overview*. Journal of Educational and Behavioral Statistics, 20(2).
- Montana, P. J and Charnov, B. H. 2008. *Management*. Barron's Business Books: New York.
- Moss, F., A., Hunt, T., Omwake, K. T., and Woodward, L. G. (1955). *Manual for the George Washington University Series Social Intelligence Test*. Center for Psychological Services: Washington D. C.
- Nahapet, J., and Sumantra, G. (2000). *Social capital, intellectual capital and the organizational advantage*. In Lesser, E., L (ed.). Knowledge and social capital. Butterworth-Heinemann: Boston.
- Nik Kamariah, N., M & Sentosa, I (2008) *The Integration of Technology Acceptance Model and Technology of Purchasing Behavior (A Structural Equation Modeling Approach)*. Proceeding Asia Pacific Conference on Management Of Technology and Technology Entrepreneurship, October, 29, 2008, Melaka, Malaysia
- Nik Kamariah, N., M. & Sentosa, I (2008) *Internet Banking (A Structural Equation Modeling Approach)*. Proceeding Applied International Business Conference, November, 6th, 2008, Labuan Business School of International Business and Finance, Malaysia
- Nolen-Hoeksema, S., and Morrow, J. (1991). *A prospective study of depression and distress following a natural disaster: The 1989 Loma Prieta earthquake*. Journal of Personality and Social Psychology, 61, 105-121.
- Nonaka, I. (1994). *A Dynamic Theory of Organizational Knowledge Creation*. Organization Science., Vol 5, pg 14-37.
- Nonaka, I., and Konno, N. (1998). *The Concept of "Ba" Building a Foundation for Knowledge Creation*. California Management Review., Vol 40(3), pg. 71-91.
- Nunnally, JC. (1970). *Introduction to Psychological Measurement*. New York: McGraw-Hill.
- Nurhayati. 2008. *The role of Corporate Social Responsibility (CSR) to Organization Performance: A case study in PT. Bukit Asam Coal Mining Tbk in Tanjung Enim*. Magister Management Thesis: UNSRI Palembang.
- Olson J and Bolton P. A. 1999. Competencies, in Green P. C. *Building Robust Competencies: Linking Human resource Systems to Organizational Strategies*. Jossey – Bass: San Francisco.

- Oxford, T. (2006). *The world's most trusted dictionaries*. Oxford University Press: New York
- Prahalad, C. K., and Hamel, G. (1990). The Core Competence of the Cooperation. *Harvard Business Reviews*., pg. 71-91.
- Random, H. (2001). *The concise thesaurus: The right word every time*. R. Roget's: New York, 2nd edition.
- Raykov, T. (1998). *Coefficient alpha and composite reliability with interrelated nonhomogeneous items*. Applied Psychological Measurement, 22(4), 375-385.
- Reeves, M. (1994). *Evaluation of Training*. Selangor DA, Malaysia: Pelanduk Public.
- Richard, O. Hodgetts, F.L & Jonathan, P.D (2006). *Culture, Strategy and Behavior*. McGraw Hill: NY 6th ed.
- Richards, D.G. (1990). *A "Universal Forces" dimension of locus of control in a population of spiritual seekers*. Psychological Reports, 67, 847-850.
- Roberts, R., D., Zeidner, M., and Matthews. G. (2001). *On being emotionally intelligent: An emotion-less, intelligence perspective*. Research report A2000-1, Center for Interdisciplinary Research on Emotions, Haifa, Israel: University of Haifa.
- Robert, H. (2005). *Success Intelligence*. Mizan: Bandung.
- Roberts, J. A., Lapidus, R. S., & Chonko, L. B. (1997). *Salespeople and stress: The moderating role of locus of control on work stressors and felt stress*. *Journal of Marketing Theory and Practice*, 5, 93-108.
- Roger, D., and Najarian, B. (1989). *The construction and validation of a new scale for measuring emotion control*. *Personality and Individual Differences*, 10, 845-853.
- Rogers, C. R. (1961). *On becoming a person*. Houghton Mifflin: Boston (2nd ed).
- Rose, R. L., & Veiga, J. F. (1984). *Assessing the sustained effects of stress management intervention on anxiety and locus of control*. *Academy of Management Journal*, 27, 109-198.
- Rotter, J. B. (1966). *Generalized expectancies for internal versus external control of reinforcement*. Psychological Monographs, 80, 1-28.
- Ruesch, J. (1948). *The infantile personality*. Psychosomatic Medicine, 10, 134-144.

- Ryback, D. (1998). *Putting emotional intelligence to work: Successful leadership is more than IQ*. Butterworth-Heinemann: Boston.
- Rychen, D. S., and Salgamik, L.H. (eds). (2001). *Defining and Selecting key Competences*. New York: OECD.
- Sadler, P. (2003). *Leadership*. Kogan Page: London.
- Sala, F. 2002. *Emotional Competence Inventory*. HayMcBerr: Boston.
- Salmiah, M. A. 2004. *Hubungan antara Kompetensi kerja dan Prestasi kerja di kalangan Kakitangan Agensi Kerajaan Elektronik*. Unpublished PhD Thesis, UUM: Sintok – Kedah.
- Salovey, P and Mayer, J. 1990. :Emotional Intelligence. *Imagination, Cognition and Personality*. Vol. 9(3).
- Saarni, C. (2000). *Emotional competence: A development perspective*. In Bar-On, R., and Parker, J. D. A. (Eds.). *Handbook of emotional intelligence*. Jossey-Bass: San Fransisco.
- Sekaran, U. (1992). *Research Methods for Business: A Skill Building Approach*. Singapore: John Willey and Sons.
- Sekaran, U. (2006). *Research Methods for Business: A Skill Building Approach* (4th. ed.). New Delhi: Wiley India (P) Ltd. .
- Sandberg, J. (1994). *Human Competence at Work: An Interpretative Approach*. Gathenburg: BAS.
- Schultze, U. (1999). *Investigating the Contradictionas in Knowledge Management Information System: Current Issues and Future Changes*. IFIPWG, Vol 8(2), pg 155-174.
- Sentosa, I. (2007). *Roles of Public Sector Managers in Personal Development in West Sumatera Provincial Government in Indonesia*. Unpublished Dissertation : Universiti Utara Malaysia.
- Sennet, R. (1998). *The corrosion of character*. Norton: New York.
- Sisk, D. A. and Torrance, P. E. 2002. *Spiritual intelligence: Developing higher consciousness*. Bantam Books: New York.
- Sifneos, P. E. (1967). *Clinical observations on some patients suffering from a variety of psychosomatic diseases*. *Acta Medicina Psychosomatica*, 21, 133-136.

- Sloman, M. (1994). *A Handbook for Training Strategy*. England: Gower Publisher.
- Schmidt, F., L., and Hunter, J., E. (1998). *The validity and utility of selection methods in personnel psychology: Practical and Theoretical implications of 85 years of research findings*. Psychological Bulletin, 124, 262-274.
- Schwarz, N., and Clore, G., L.(1983). *Mood, misattribution and judgments of well-being: Informative and directive functions of affective states*. Journal of Personality and Social Psychology, 45, 513-523.
- Sentanu, E. (2007). *The power of positive feeling*. Elex Media Komputindo: Jakarta-Indonesia.
- Spencer, I. M., and Spencer, S.M. (1993). *Competence at Work: Models for Superior Performance*. New York: John Wiley and Sons.
- Spector, P. E. (1982). *Behavior in organizations as a function of employee's locus of control*. Psychological Bulletin, 91, 482-497.
- Spector, P. E., & O'Connell, B. J. (1994). *The contribution of personality traits, negative affectivity, locus of control and type A to the subsequent reports of job stressors and job strains*. Journal of Occupational and Organizational Psychology, 67, 1-11.
- Starbuck, W. H. (1992). Learning by Knowledge-Intensive Forms. *Journal of Management Studies.*, Vol 29(6), pg 713-740.
- Storey, J. (eds). (2004). *Leadership in Organizations: Current issues and key trends*. Routledge: London.
- Stein, S., and Book, H. (2000). *The EQ edge*. Stoddart: New York.
- Stein, S and Book, H. 2006. *The EQ Edge: Emotional Intelligence and Your Success*. Kogan Page: London.
- Sternberg, R. (1997). *Successful intelligence*. Plume: New York.
- Steiger, J. H. (1990). *Structural Model Evaluation and Modification: An Interval Estimation Approach*. Multivariate Behavioral Research, 25.
- Strickland, B.R., & Schaffer, S. (1971). *I-E, I-E, & F*. Journal for the Scientific Study of Religion, 10, 366-369.
- Sturgeon, R.S., & Hamley, R.W. (1979). *Religiosity and anxiety*. The Journal of Social Psychology, 108, 137-138.

- Sullivan, C. A. (1996). *Competence Assessment and Performance at Interview Improvement for Healthcare Providers*. *Journal of Health Quarterly* (16), pg 14-19.
- Supranto, J. (2000). *Sampling Technique for Survey and Experiment*. Jakarta: Rineka Cipta.
- Sohn, Tae Won. 1985. *Motivation Dynamics: An Application of System Dynamics to Expectancy Valence Theory*. Unpublished PhD Thesis: The State University of New Jersey.
- Syrotnick, J.M. & D'Arcy, C. (1982). *Occupational stress, locus of control and health among men in a prairie province*. *Canadian Journal of Behavioral Science*, 14, 122-133.
- Tabachnick, B. G., and Fidell, L. S. (2007). *Using Multivariate Statistics*, 5th ed. Boston: Allyn and Bacon
- Taufiq, Pasiak. 2008. *Revolusi IQ/EQ/SQ: Menyingkap Rahasia Kecerdasan berdasarkan Al Qur'an dan Neurosains Mutakhir*. Mizan: Bandung.
- Timpe, A. D., eds. (1988). *Performance: The Arts and Science of Business Management*. New York: Facts on File Publs.
- Taylor, G. J., Bagby, R. M., and Parker, J. D. A. (1997). *Disorders of affect regulation: Alexithymia in medical and psychiatric illness*. Cambridge University Press: Cambridge, UK.
- Thorndike, R. L., and Stein, S. (1937). *An evaluation of the attempts to measure social intelligence*. *Psychological Bulletin*, 34. 275-284.
- TMI (2009). *Personal Quality*. http://www.tmiworld.com/tmi/site/services/index_book
- Tett, R. P., Jackson, D. N., and Rothstein, M. (1991). *Personality measures as predictors of job performance: A meta-analysis review*. *Personnel Psychology*, 44, 703-742.
- Tsoukas, H. (1996). The Firm as Distributed Knowledge System: a Constructive Approach. *Strategic Management Journal*, Vol 17, pg 11-25.
- UNIDO. 2002. *Competencies*. Human Resource Management Centre – Vienna: Austria.
- Ulrich, D. (1997). *Human Resource Champions: The Next Agenda For Adding Values and Delivery Result*. Boston: Harvard Business School Press.

- Voorhees, R. A. (2001). *Competency-Based Learning Models: A Necessary Future*. Institutional Research, 110, pg 5-13.
- Voss, Parasuraman, and Grewal, (1998) "*The Roles of Price, Performance, and Expectations in Determining Satisfaction in Service Exchanges*," Journal of Marketing, pp. 46-61.
- Waldrop, M. M. (1994). *Complexity*. Penguin: London.
- Wechsler, D. (1958). *The measurement and appraisal of adult intelligence*. The Williams and Wilkins Company: Baltimore, MD.
- Welton, G.L. (1999). *Multidimensional locus of control scales*. In P.C. Hill & R.W. Hood, Jr. (Eds.), Measures of Religiosity (pp. 496-502). Birmingham, AL: Religious Education Press.
- Welton, G.L., Adkins, A.G., Ingle, S.L., & Dixon, W.A. (1996). *God control: The fourth dimension*. Journal of Psychology and Theology, 24, 15-25.
- Weinberger, D., A., Schwarz, G., E., and Davidson, R., J, (1979). *Low-anxious, high-anxious, and repressive coping styles: Psychometric patterns and behavioral and psychological responses to stress*. Journal of Abnormal Psychology, 88, 369-380.
- Wesinger, H. (1998). *Emotional Intelligence at work: The untapped edge for success*. Jossey-Bass: San Fransisco.
- West, S. G. (1995). *Structural Equation Models with Non-normal Variable: Problem and Remedies*. Thousand Oaks, CA: Sage.
- Whalley, P., and Barley, R. (1997). *Technical Work in the Division of Labor: Stalking the Wily Anomaly, in Between Craft and Science - Technical Work in US Self*. Ithaca: Cornell University Press.
- While, A. E. (1994). *Competence Versus Performance: Which is More Important?* Journal of Advanced Nursing (29), pg 525-531.
- Wilding, C. 2007. *Emotional intelligence*. McGrawHill: London.
- Wiley, E., S. (2006). "*Locus of Control and Spiritual Meaning as Mediators of Relations Among Religious Orientation and Anxious Symptomatology and Depressive Symptomatology*". Unpublish Thesis. University of South Alabama
- Williams, C.2002. *Effective Management: A Multi Media Approach*. Thomson Learning: United States.

- Wood, E. P., and Donnell, E. O. (2000). *Assessment of Competence and Performance at interview*. British Medical Journal. (320).
- Yuki, G. A. (1981). *Leadership in organizations*. Prentice Hall: Englewood Cliffs: New York.
- Yukl, G. (2006). *Leadership in Organizations*. Prentice Hall: London. Sixth editions.
- Zimbardo P. G. 1985. *Psychology and Life*. Scott Foresman & Co: San Francisco.
- Zirkel, S. (2000). *Social intelligence: The development and maintenance of purposive behavior*. In Bar-On, R., and Parker, J. D. A., (Eds.). Handbook of emotional intelligence. Jossey-Bass: San Francisco.
- Zikmund, W. G. (2003). *Business Research Methods*. Australia: Thomson South-Western.
- Zohar, D and Marshall, I. 2004. *Spiritual Capital: Wealth we can live by*. BK Publisher: San Francisco.